

## CLAIMS

What is claimed is:

1. A system for providing an accurate root cause failure by linking user incident reports to the root cause failure in a diagnostic database that reflects the system's current configuration, comprising:

a monitoring application for monitoring a plurality of assets and detecting failures with the plurality of assets;

a diagnostic database having a plurality of pre-identified symptoms, each pre-identified symptom being linked to at least one failure of an asset, wherein a pre-identified symptom is activated when the monitoring application detects a failure linked to the pre-identified symptom; and

an incident tracking application for tracking user incident reports received from users, each user incident report containing an observed symptom,

wherein, after a user incident report is received, the observed symptom in the user incident report is matched up with an activated pre-identified symptom in the diagnostic database, the asset that is associated with the activated symptom being the root cause failure.

2. The system of claim 1 further comprising an incident tracking database for storing the user incident reports.

3. The system of claim 1, wherein the monitoring application creates a system incident report for each failure detected with an asset.

4. The system of claim 3, wherein the system incident report is stored in the incident tracking database.

5. The system of claim 1, wherein the diagnostic database further stores a plurality of solutions, each solution being associated with at least one pre-identified symptom.

6. A method for providing an accurate root cause failure by linking user incident reports to the root cause failure in a diagnostic database that reflects the system's current configuration, comprising the steps of:

- pre-populating a diagnostic database with a plurality of pre-identified symptoms, each pre-identified symptom being linked to at least one solution;
- linking each pre-identified symptom with at least one failure of one asset;
- monitoring a plurality of assets;
- upon detecting a failure of an asset, activating at least one pre-identified symptom associated with the failed asset in the diagnostic database;
- receiving a user incident report from an user, wherein the user incident report having at least one observed symptom; and
- matching the observed symptom with an activated pre-identified symptom in the diagnostic database, the asset associated with the matched symptom being the root cause failure.

7. The method of claim 6, further comprising the steps of:

- retrieving a solution associated with the activated pre-identified symptom;
- and
- executing actions listed in the solution.

8. The method of claim 6, further comprising the steps of:

- analyzing failure modes; and
- devising the plurality of pre-identified symptoms.

9. The method of claim 6, further comprising the steps of:

- creating a system incident report for each failure detected; and
- linking the system incident report to the activated pre-identified symptom.

10. A system for providing an accurate root cause failure by linking user incident reports to the root cause failure in a diagnostic database that reflects the system's current configuration, comprising:

first means for monitoring a plurality of assets and detecting failures with the plurality of assets;

second means for storing a plurality of pre-identified symptoms, each pre-identified symptom being linked to at least one failure of an asset, wherein a pre-identified symptom is activated when the first means detects a failure linked to the pre-identified symptom;

third means for tracking user incident reports received from users, each user incident report containing an observed symptom,

wherein, after a user incident report is received, the observed symptom in the user incident report is matched up with an activated pre-identified symptom in the second means, the asset that is associated with the activated symptom being the root cause failure.